

Banff Playgroup Day Care of Children

Deveron Sports and Community Centre
Bellevue Road
Banff
AB44 1UD

Telephone: 07542 177 122

Type of inspection:
Unannounced

Completed on:
30 March 2022

Service provided by:
Banff Playgroup

Service provider number:
SP2003000414

Service no:
CS2003002537

About the service we inspected

Banff Playgroup provides a day care of children service and is accommodated within Deveron Sports and Community Centre. The service is registered to provide a care service to a maximum of 24 children from the age of two years to not yet attending primary school.

The children are cared for in a large playroom with direct access to an outdoor balcony, integral toilets, and a kitchen area.

How we inspected the service

This was a follow-up inspection to assess the progress the service was making in meeting the requirements made at our inspection on 2 December 2021. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings and information submitted by the service.

To inform our evaluation we:

- gathered views from five parents and family members
- spoke with staff and management
- observed practice and daily routines
- reviewed documents.

Taking the views of people using the service into account

The children appeared happy and engaged with the activities on offer. They were keen to show us their drawings and tell us about the golden rules in place to help keep them safe and well.

Taking carers' views into account

We were provided with information from two parents. They spoke very positively around the increased levels of communication and felt that staff knew the needs of their children better as a result. They felt this impacted positively on their child's experience.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

By 10 January 2022, the provider must ensure children's personal plans contain relevant and up to date information and that staff are aware of and use this to meet children's needs, wishes, and choices.

This is to comply with Regulation 5(1) (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This requirement was made on 10 January 2022.

Action taken on previous requirement

This requirement had not been met.

Concerns remained about further development of children's personal plans and children's medical plans. We have extended the timescale for this requirement to 20 May 2022 and will follow this up at the next inspection or sooner.

Although the manager had worked hard to ensure all children had a personal plan using the information recorded in their registration forms, not all the information was up to date and current. The manager advised further development of the children's personal plans was ongoing.

Meetings with parents were ongoing to review children's information. Parents spoke very positively about the opportunity to discuss with staff their child's likes, preferences, and developmental needs. This approach of working together promoted better communication with other agencies to ensure children and families were provided with the support they needed.

The manager advised support plans were in the process of being introduced for those children who need them. They discussed how more detailed plans would be used for children with additional support needs and shorter, more focused plans used for children who may need some extra help at times, such as when settling or potty training.

Medical care plans did not contain enough information and had not been recently updated to support the safe administration of medication. The manager advised this would be undertaken as a matter of priority.

Consideration had been given on how best to store children's personal plans to ensure confidentiality but also to make them easily accessible to staff. This meant staff were much better informed of children's individual needs.

Not met

Requirement 2

By 10 January 2022, the provider must ensure the manager and staff have the skills, knowledge, and experience necessary to protect children from harm, appropriate for the role in which they are employed.

To achieve this, the provider must ensure:

- a) The manager and staff are competent in and knowledgeable about national, local, and the service's own child protection procedures and 'Getting it Right for Every Child' (GIRFEC).
- b) The manager and staff are competent in completing chronologies and use these to ensure appropriate

action is taken to support children and their families .

c) Effective procedures to assess the manager and staff competency of child protection and GIRFEC are implemented and used on an ongoing basis.

This is to comply with with Regulation 4(1)(a) (Welfare of users), Regulation 7(2)(c) (Fitness of managers), and Regulation 9(2)(b) (Fitness of employees) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

The provider, manager, and staff may find the following documents useful to support them in meeting this requirement:

'National guidance for child protection in Scotland 2021'
(<https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021/>)

'Practice guide to Chronologies'
(<https://hub.careinspectorate.com/media/1581/practice-guide-to-chronologies-2017.pdf>)

This requirement was made on 10 January 2022.

Action taken on previous requirement

The manager had undertaken advanced child protection training and discussed how this had developed their understanding of current issues and challenges experienced by families. Staff had also accessed online training and were more knowledgeable about possible areas of concern. The manager advised everyone would be involved in in-house training and discussion to consolidate learning.

Chronologies had been used to record significant events in a child's life which may have an impact on their health, wellbeing, and safety and other agencies had been contacted for support, when needed.

Met - within timescales

Requirement 3

By 10 January 2022, the provider must ensure children are able to play outdoors every day with regular opportunities to explore a natural environment.

This is to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 10(2)(d) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I play outdoors every day and regularly explore a natural environment" (HSCS 1.32).

This requirement was made on 10 January 2022.

Action taken on previous requirement

More regular opportunities had been introduced for outdoor play. The balcony was safe for play and the tennis courts had been accessed more regularly by the children. Daily walks had been introduced to help keep children fit and well. We discussed continuing to develop the opportunities for learning and meaningful play outdoors.

Met - within timescales**Requirement 4**

By 10 January 2022, the provider must ensure all staff treat children with respect and compassion to help children feel safe, secure, and supported to grow in confidence.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention" (HSCS 3.1) and "I experience warmth, kindness, and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me" (HSCS 3.9).

This requirement was made on 10 January 2022.

Action taken on previous requirement

Staff interactions with the children were loving and caring. Staff responded immediately when children cried or looked upset. Children with additional support needs were treated with respect and given cuddles and comfort, when needed. Staff chatted with the children and helped them resolve issues in a very kind and supportive manner. As a result, the atmosphere was calm and children appeared happy and settled.

Met - within timescales**Requirement 5**

By 10 January 2022, the provider must ensure all staff have been appropriately and safely recruited and new staff are supported with a robust and supportive induction programme.

This is to comply with Regulation 9(1) (Fitness of employees) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

This requirement was made on 10 January 2022.

Action taken on previous requirement

This requirement had not been met.

No staff have been recruited since inspection and we were unable to access staff recruitment and induction procedures. We have extended the timescale for this requirement to 20 May 2022 and will follow this up at the next inspection or sooner.

Not met

Requirement 6

By 10 January 2022, the provider must ensure that the service is well-led by a competent and skilled manager. To do this, the provider must ensure the manager develops their skills in leadership and makes improvements to the quality of children's experiences.

The Scottish Social Services Council's (SSSC) 'Step into Leadership' resources should be accessed to support this (<https://www.stepintoleadership.info/>).

This is to comply with Regulation 7(2)(c) (Fitness of managers) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I use a service and organisation that are well led and managed" (HSCS 4.23).

This requirement was made on 10 January 2022.

Action taken on previous requirement

The manager had worked very hard to develop their knowledge, understanding, and skills of leadership. They had accessed training in conflict resolution and having difficult conversations. This was evident in the improved ethos and staff attitudes. They spoke very positively about the support they had received from the local authority and how this had helped them make improvements to the service. This included support to develop a quality assurance calendar and develop children's personal plans. The manager had introduced rotas for staff and had encouraged staff to take responsibility for areas of play in the setting.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

To support children's progress and achieve, the provider should ensure children are able to experience a range of activities and resources which stimulate their curiosity, imagination, and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I can direct my own play and activities in the way that I choose and freely access a

wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning, and creativity" (HSCS 2.27).

The following documents should be used to support this:

'My World Outdoors' and 'My Creative Journey'
(www.thehub.careinspectorate.com)

'The Loose Parts Toolkit'
(<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>)

This recommendation was made on 10 January 2022.

Action taken on previous recommendation

The environment looked inviting and interesting. Most children were engaged and enjoyed the activities on offer. Activities included water play with some resources for filling and pouring, a tray filled with shaving foam, and a well-resourced construction area. There was an attractive writing area with some pens, pencils, and paper.

However, although significant improvements had been made to the environment, further improvements could be made. We discussed adding more real life resources to the roleplay corner and embedding literacy and numeracy into activities.

Therefore, this recommendation had not yet been met. We will follow this up at the next inspection or sooner.

Recommendation 2

To ensure children receive high quality early learning and childcare, are kept safe, and their wellbeing needs are met, the provider should ensure staff are effectively supported to develop the skills and knowledge needed for their role.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice, and follow their professional and organisational codes" (HSCS 3.14).

This recommendation was made on 10 January 2022.

Action taken on previous recommendation

Staff discussed numerous training opportunities they had accessed and described the positive impact of this on the children. Staff told us they felt more confident in their role and children were happier and more engaged. All staff had undertaken training in infection prevention and control and this was evident in the clean and tidy environment. All staff had undertaken child protection training and were confident in their role in safeguarding children.

This recommendation had been met.

Recommendation 3

The provider and manager should ensure families are fully informed of nursery practices, involved in their child's learning and development, and supported to give regular feedback on the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve" (HSCS 4.8).

This recommendation was made on 10 January 2022.

Action taken on previous recommendation

Significant improvements had been made to involve and inform parents. Individual meetings were ongoing with parents to update children's information. Photographs were sent to parents of children at play and parents were reminded of how to access their child's learning journal. The manager discussed a plan to have an open day as restrictions ease. Parents had been involved and consulted on the proposition of new playgroup hours.

This recommendation had been met.

Recommendation 4

To improve and sustain good outcomes for children, the provider and manager should undertake robust and meaningful quality assurance and ensure they are effective and lead to improvements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This recommendation was made on 10 January 2022.

Action taken on previous recommendation

Some quality assurance systems had been introduced. These included the introduction of a quality assurance calendar, audits of children's personal plans, and staff monitoring. The development of robust quality assurance should be further developed and those procedures already in place should be fully embedded.

This recommendation had not yet been met. We will follow this up at the next inspection or sooner.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
2 Dec 2021	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
4 May 2018	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
19 Apr 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
12 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
11 Jun 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
1 Sep 2011	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
10 Jan 2011	Announced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
27 Mar 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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